Role Title	Product Manager – Enterprise Productivity / D&A
Reports to	Programme Delivery Lead – BA&P
Directly Supervises	3
Total team size	7

Role Purpose

Grow BTS's Enterprise Productivity and Data & Analytics products, managing in-house teams and partners to deliver effective solutions built on best-in-class technology and secure, stable IT platforms

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Key Accountabilities:

- Run and develop BTS's Enterprise Productivity (EP) and Data & Analytics (D&A) products

- Assist the Programme Delivery Lead with strategic planning and implementing the EP and D&A roadmaps

- Deliver optimised processes and management practices that result in stable, secure, well-managed IT platforms and services in line with ITIL best practice

- Engage with business stakeholders to assess requirements and determine whether they can be best fulfilled by our product offerings

- Identify and drive continuous improvement initiatives for the EP and D&A products, including automation and optimisation of our build and support services

- Build on BTS's nascent support for citizen developers across ABF, driving adoption and change through our Empower programme

- Work collaboratively with both business and BTS teams to ensure successful, timely and cost-effective deployment of projects

- Directly manage the Enterprise Productivity team, and indirectly manage our delivery partners to achieve quality and efficiency

- Participate in the BTS Wider Leadership Team, informing and leading divisional initiatives to the betterment of BTS and the broader ABF business

- Identify new roles as appropriate to deliver the growing portfolio, and continually assess our partner landscape to ensure it continues to be appropriate to our strategic aims

- Work closely with BTS Architecture, Project Services and Security teams to ensure secure, robust and efficient services

- Maintain knowledge of relevant technologies and use this to inform our technology strategy

- Review and sign off all designs before briefs are finalised and issued to customers, with a particular focus on financials

- Drive employee NPS through great engagement and active participation in YourVoice survey actions and feedback

Essential Skills, Knowledge & Experience:

- Experience of leading IT projects, teams and/or workstreams, inspiring and coaching teams to achieve objectives, while providing guidance, support, and mentorship

- Excellent communication and interpersonal skills, including ability to engage credibly and confidently at all levels

- Strong understanding of business processes and financial metrics to ensure products and projects deliver against business goals and objectives

- Demonstrable ability to problem-solve both business and technical challenges

- Technical understanding of:
  - Robotic/agentic process automation (RPA/APA), preferably Automation Anywhere or Microsoft Power Automate
  - Application development technology – preferably Microsoft
  - Software development methodologies
  - Underlying IT infrastructure fundamentals – networks and servers

- Broad knowledge of data & analytics services and platforms

- Strong independent time management, organisational skills, and attention to detail

- Experience of industry-standard IT change and release management practice

- Understanding of security principles including identity and access management

- Experience in managing incident response

- Microsoft M365 products including Word, Excel and Powerpoint

Desirable Skills, Knowledge & Experience:

- Educated to degree level or with formal qualifications in relevant disciplines

- Experience of working with third party delivery partners

- Experience of preparing and presenting business cases

- Technical knowledge of:
  - Programming and/or scripting languages
  - Intelligent document processing (IDP) solutions (document reading)
  - Other automation platforms such as UiPath, BluePrism, Mulesoft
  - Microsoft Power BI
  - Relational databases such as Microsoft SQL or Access

Other requirements of the role:

- Ability to work flexibly i.e. outside of recognised normal working hours

- Willing to travel to other locations/suppliers/vendors etc when necessary